

Disability & Inclusion: Lessons from the Past Guiding Our Bright Future

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Disability & Inclusion Past

Diversity & Inclusion Projects – James Emmett

Walgreens – Initial Disability Program Manager (2004-2006) – over 1,000 people with disabilities hired in 20 distribution centers

Best Buy – Consult to support set up of disability-focused project at bestbuy.com distribution center in Louisville – over 75 people with disabilities hired

TIAA-CREF – Lead consultant for past 5 years on “Fruits of Employment” creating national model to employ people with disabilities on agricultural properties (orchards & vineyards) owned by company

OfficeMax – Lead consulting team currently on “Maxing Out Diversity” project expanding pre-training within national disability & inclusion model for company – helped secure Kessler grant

Disability & Inclusion Projects

- Walgreens
- Lowe's
- Toys 'R Us
- AMC Theatres
- TIAA-CREF
- Safeway
- Best Buy

Components of Past Projects

Diversity Training

Human Resource Mentoring

Recruiting/Screening/Training Support

Job Accommodation/Natural Supports

State and Federal Financial Incentives

On the Job Training and Job Tryouts

Job Coaching

Marketing Collaboration

Past Results

Lower or equal turnover

Reduced recruiting costs

Fewer unexcused absences

Better or equal performance

Good safety record

No impact on medical & insurance costs

Positive diversity impact

Useful Supports

Coaching/mentoring

Clear directions/feedback

Insuring employees know how to ask for "help"

Modeling

Visual supports

Lessons Learned (for Disability & Inclusion to Work)

1. Visible Champion (s)
2. Buy-In at Multiple Company Levels
3. Focus on Business Case
4. Partnerships with Local/Regional/National Disability Organizations
5. Holding same expectations/performance standards
6. Clear messaging of project (loud & proud)
7. Support from Disability Experts
8. Flexibility in recruiting/hiring/training systems
9. Evaluate regularly/keep eye on ROI
10. Prepare for positive cultural change

Disability & Inclusion Future

Opportunities for Companies

Direct access to the large and growing labor and customer pool of persons with disabilities

Ongoing Support services that meet individualized business needs

Access to a set of valuable, customized business consulting services

Development of internal strategies that foster diversity and business growth

Support from disability experts

Opportunities for Job Seekers

Expanded information about company culture, recruiting, retention and promotion practices

Increased short-term and long-term employment opportunities

Heightened potential for development of successful career paths

Working in companies where increased internal support and advocacy exist

10 Traits of Good Disability Partners

They not devalue the services that can be offered to you (they do not approach you out of "charity")

They respect your specific Corporate Culture

They take time to learn about the operational aspects of the company

They build your trust – don't expect to have a trusting relationship after the first meeting

They do a lot of listening

10 Traits (cont.)

They utilize good counseling/consulting skills - reflecting, encouraging, observing

They do not overpromise – lean towards under promising and over delivering

They step up their game with you – always following up and following through

They are creative and use their diverse skill set as rehab counselors to customize ideas

They provide specific examples of how disability outreaches impact other companies

Look Again

Look again at the **fastest growing labor and customer niche market** in this country = the disability community

Look again at the **last untapped labor pool** in the country to prepare your company to successfully find workers as the economy bounces back

Look again at the **cost savings and incentive creation** through strategic recruiting in the disability community

Look again at **enhancing your diversity & supplier diversity programs** by adding people with disabilities to the mix

Look again at a community that contains **1 in 5 Americans**

Business “New World”

“Brand Partners” = Walgreens, Best Buy,
Lowe’s, TIAA-CREF, AMC Theatres,
OfficeMax, Safeway.....

Labor Market Realities

Diversity Niche Market

Customer Niche Market

Staffing Industry

Disability & Inclusion – Build a Project

Recruiting

Incentive Planning

Natural Supports

Marketing/PR

Pre-Training

Outreach Process (Art of 503 Compliance)

Proactive partnerships

One-Stop shopping locally

Quality & quantity with diversity

“The Funnel”

Pre-screen & pre-train

Job leads come to life

Support/Evaluate partnerships

Pillars of Future Disability & Inclusion



Disability & Inclusion

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